



PublicService Commission <psc@utah.gov>

Re: 18-049-12 CTL Response & Motion to Dismiss 11-14-2018

1 message

israel avelar <iavelar00@yahoo.com>
Reply-To: israel avelar <iavelar00@yahoo.com>
To: PublicService Commission <psc@utah.gov>

Thu, Nov 15, 2018 at 7:46 PM

I have filed informal complain against Comcast per PSC's suggestion, their response on the phone is that it's not their fault, it's CenturyLink's number, and they should not release it without verification.

Now CenturyLink said the requirement to verify port request and ensure its accuracy rests with Comcast..

So whose responsibility is it, which carrier? Its an illegal porting request without authorization, either intentionally or unintentionally.

I would like have the guidance from Public Service Commission, Why should the consumer pay for the mistake made by these public utility companies, does the consumer has any recourse against them in any form? How can we make sure this is not happen again, do we have no protection at all?

Thanks
Israel

On Wednesday, November 14, 2018, 11:17:48 AM MST, Butler, Carla <Carla.Butler@CenturyLink.com> wrote:

Attached for filing please find CenturyLink's Response and Motion to Dismiss.

Thank you –

Carla

Carla Butler

Paralegal

CenturyLink

310 SW Park Ave., 11th Flr.

Portland, OR 97205

Tel: 503.242.5420 Fax: 503.242.8589

carla.butler@centurylink.com

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